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Electronic Patent Application Submission  
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EFS ID: 57322  
Application ID: 10735470  
METHOD AND APPARATUS FOR  
PROVIDING INTEGRATED  
Title of Invention: CUSTOMER CARE AND WORK-  
FLOW MANAGEMENT  
First Named Inventor: Anand Kumar  
Domestic/Foreign Application: Domestic Application  
Filing Date: 2003-12-12  
Effective Receipt Date: 2004-03-17  
Submission Type: Information Disclosure  
Statement  
Filing Type:  
Confirmation number: 4313  
Attorney Docket Number: 717841.4



Total Fees Authorized:


Digital Certificate Holder: cn=Mark E. Stallion,ou=Registered Attorneys,ou=Patent and Trademark  
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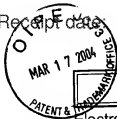


TRANSMITTAL

Electronic Version v1.1

Stylesheet Version v1.1.0

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|--|--|----------------|
| Title of Invention   | METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT |                |
| <p>Application Number: 10/735470 </p> <p>Date: 2003-12-12</p> <p>First Named Applicant: Anand Kumar</p> <p>Confirmation Number: 4313</p> <p>Attorney Docket Number: 717841.4</p>  |  |                |
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| Submitted by:  | Elec. Sign.  | Sign. Capacity |
| Mark E. Stallion<br>Registered Number: 46,132  | /Mark E. Stallion/   | Attorney       |
| Documents being submitted  | Files  |                |
| us-ids   | nisc4.2-usidst.xml   |                |
|  | us-ids.dtd   |                |
|  | us-ids.xsl   |                |
| Comments   |  |                |



# ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18  
 Stylesheet Version v18.0

Title of  
 Invention

METHOD AND APPARATUS FOR PROVIDING  
 INTEGRATED CUSTOMER CARE AND WORK-FLOW  
 MANAGEMENT

Application Number: 10/735470

Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

Search string: ( 6337901 or 6182054 or 6515968 or 6298352  
 or 6128624 or 6324516 or 5878400 or 6249905  
 or 6563518 or 6031904 or 20020138828 or  
 20030033167 or 20020168055 or 20020049615  
 or 20030059845 or 20020087341 or  
 20030090514 ).pn.



## US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

| Init | Cite.No. | Patent No. | Date       | Patentee           | Kind | Class | Subclass |
|------|----------|------------|------------|--------------------|------|-------|----------|
| J.P. | 1        | 6337901    | 2002-01-08 | Rome, et al.       |      |       |          |
|      | 2        | 6182054    | 2001-01-30 | Dickinson, et al.  |      |       |          |
|      | 3        | 6515968    | 2003-02-04 | Combar, et al.     |      |       |          |
|      | 4        | 6298352    | 2001-10-02 | Kannan, et al.     |      |       |          |
|      | 5        | 6128624    | 2000-10-03 | Papierniak, et al. |      |       |          |
|      | 6        | 6324516    | 2001-11-27 | Shults, et al.     |      |       |          |
|      | 7        | 5878400    | 1999-03-02 | Carter, III        |      |       |          |
|      | 8        | 6249905    | 2001-06-19 | Yoshida, et al.    |      |       |          |
|      | 9        | 6563518    | 2003-05-13 | Gipalo             |      |       |          |
| J.P. | 10       | 6031904    | 2000-02-29 | An, et al.         |      |       |          |

## US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications



| Init | Cite.No. | Pub. No.    | Date       | Applicant        | Kind | Class | Subclass |
|------|----------|-------------|------------|------------------|------|-------|----------|
| J.P. | 1        | 20020138828 | 2002-09-26 | Robohm, et al.   |      |       |          |
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|      | 6        | 20020087341 | 2002-07-04 | Kappel, et al.   |      |       |          |
| J.P. | 7        | 20030090514 | 2003-05-15 | Cole, et al.     |      |       |          |

Signature

| Examiner Name  | Date       |
|----------------|------------|
| /John Preston/ | 11/24/2009 |